

1091/0"0/99E/60

09/736670

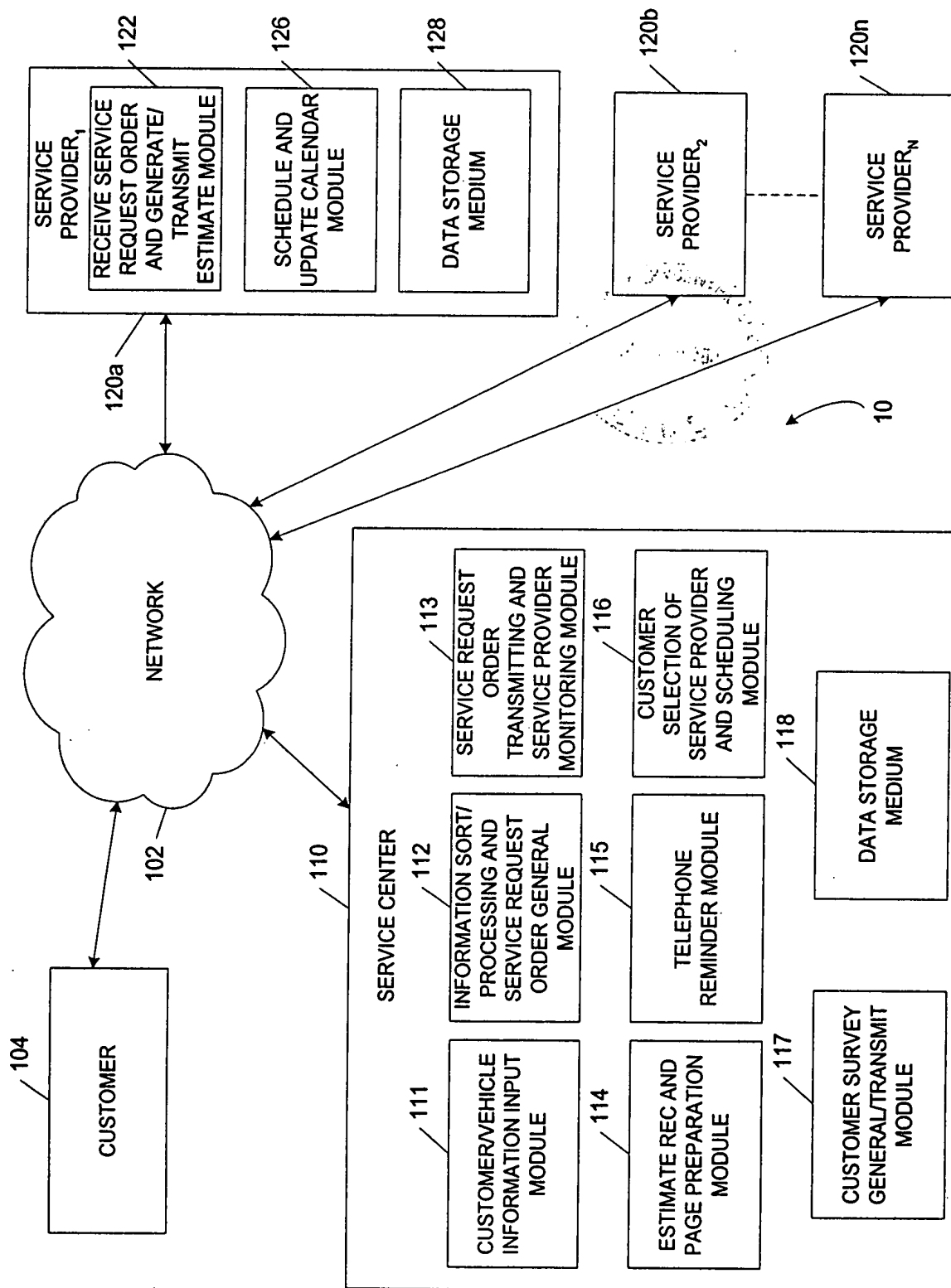


FIG. 1
SYSTEM DIAGRAM

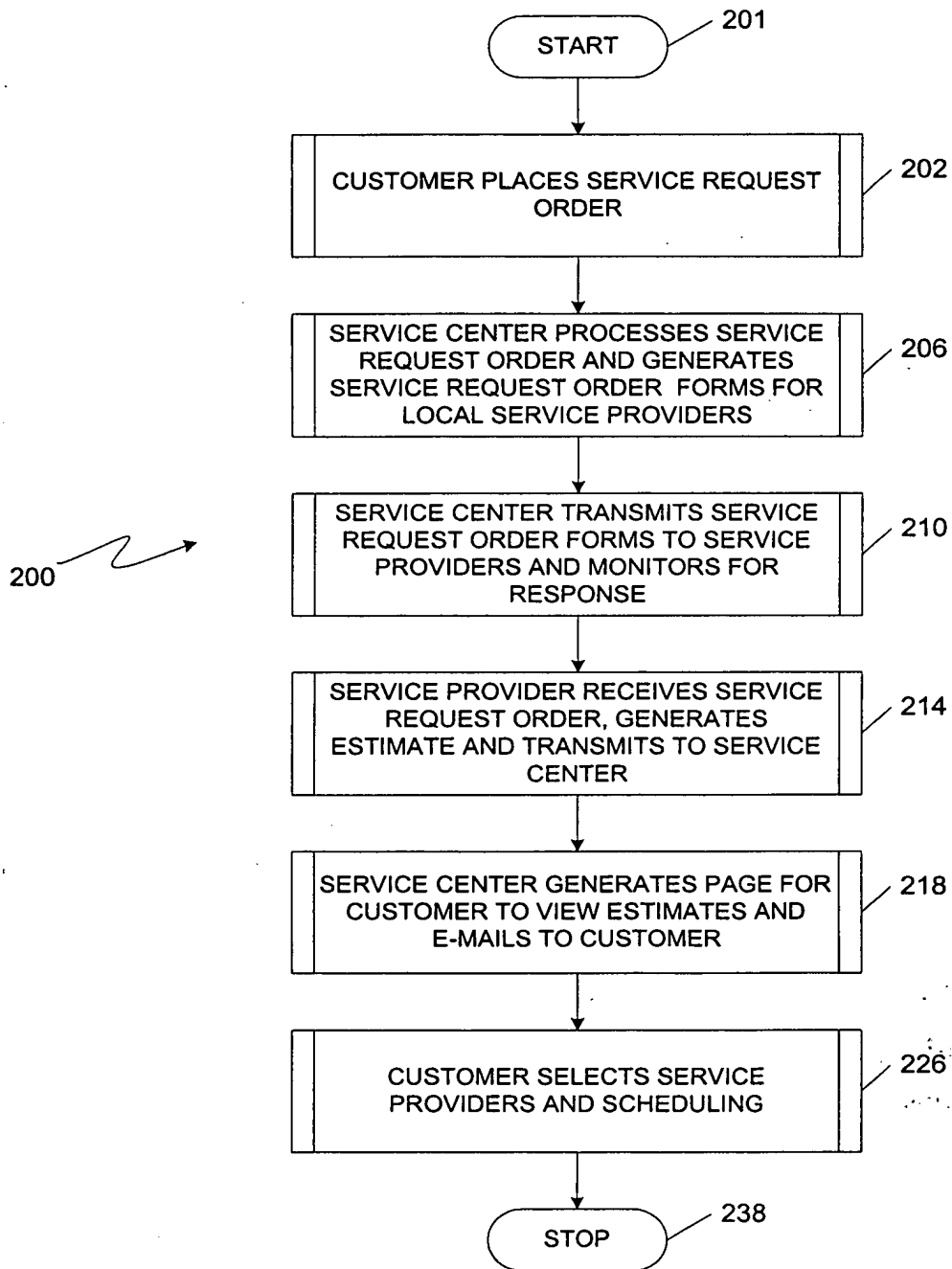
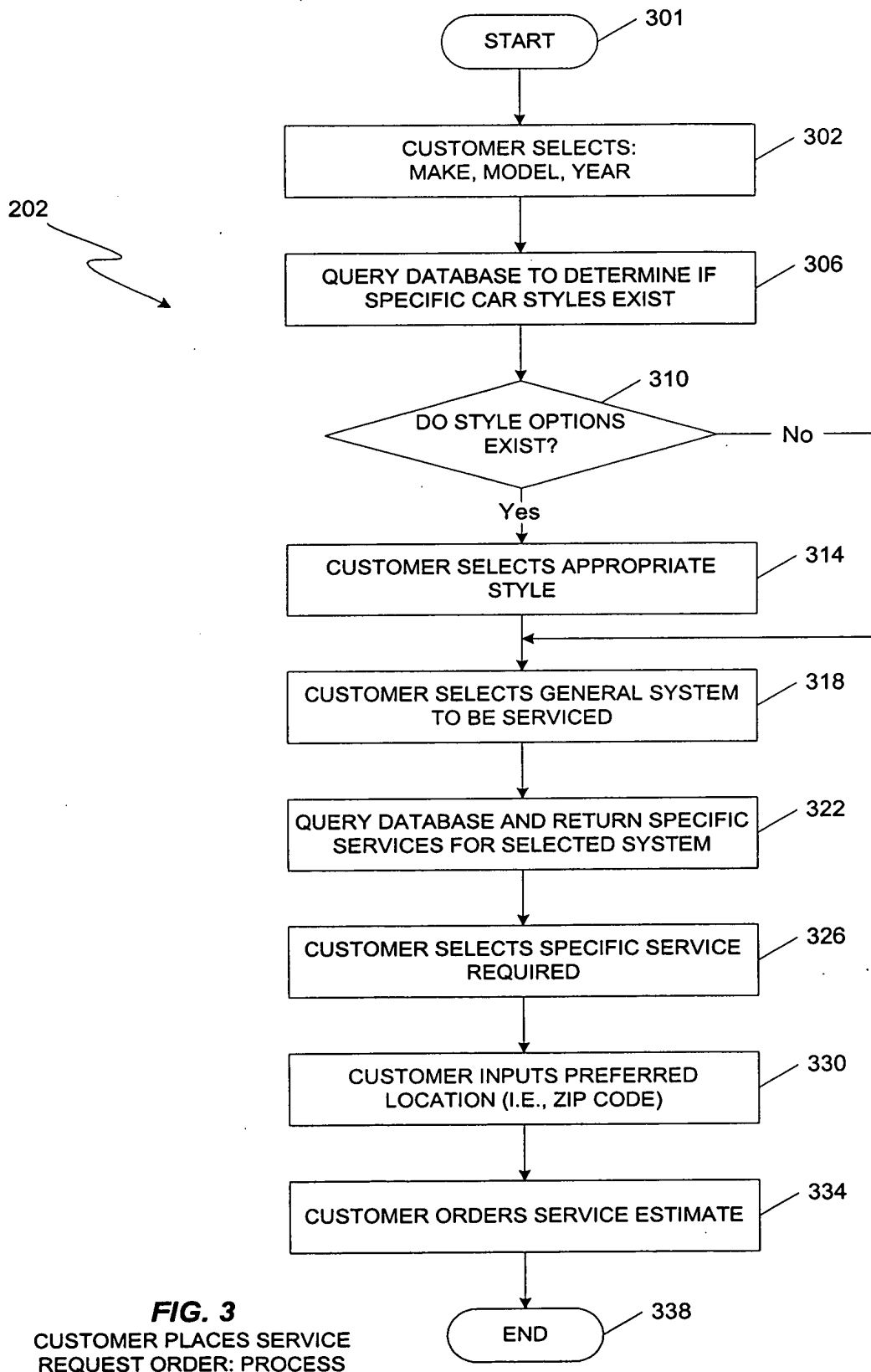


FIG. 2
VEHICLE SERVICE ORDER AND
SCHEDULING PROCESS

09/3670-071601



09/30/2007 07:16:01

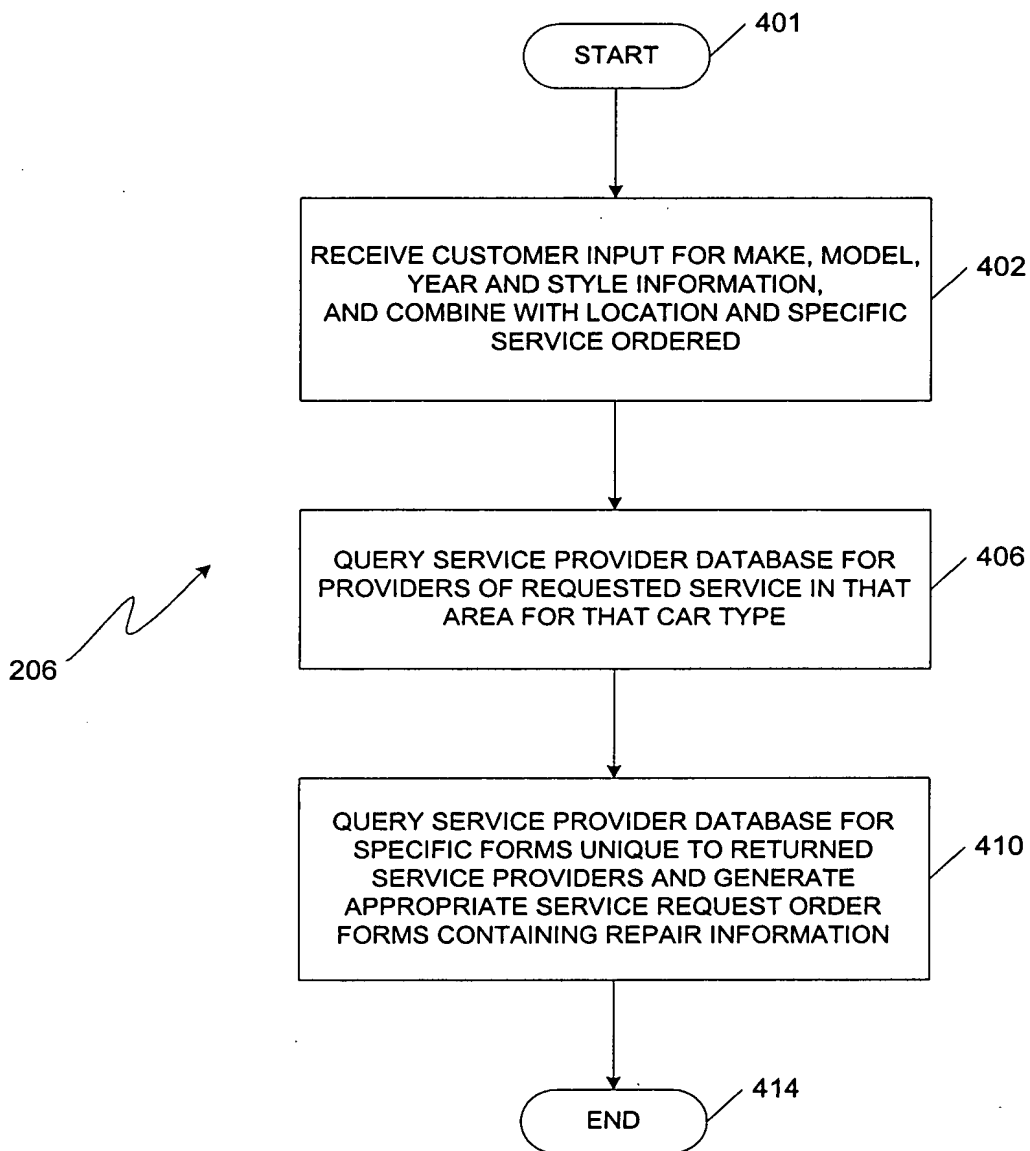


FIG. 4
PROCESS SERVICE REQUEST ORDER
AND GENERATE SERVICE REQUEST
ORDER FORMS FOR LOCAL SERVICE
PROVIDERS

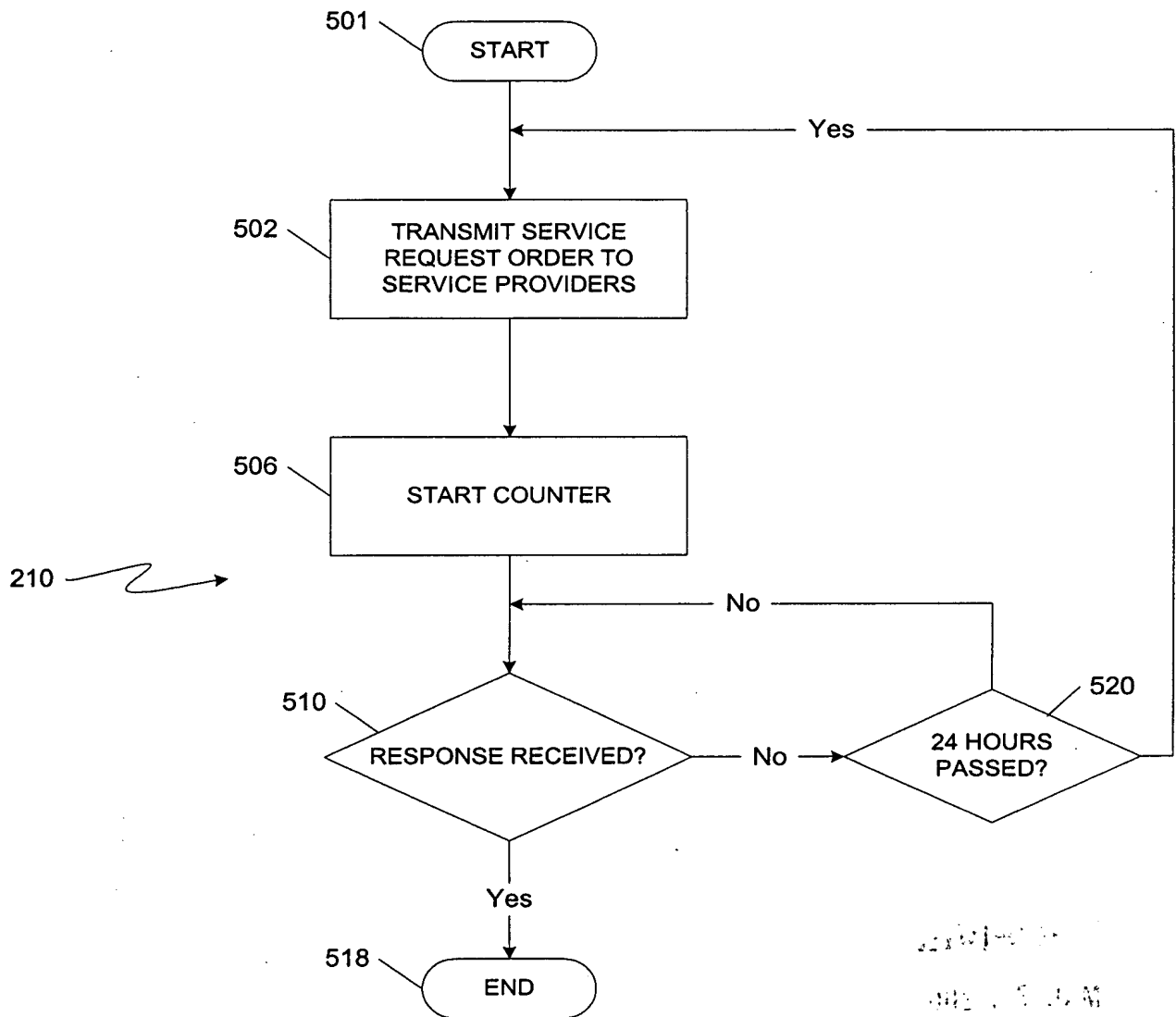


FIG. 5
TRANSMIT SERVICE REQUEST ORDER
FORMS TO SERVICE PROVIDERS
AND MONITOR FOR RESPONSE

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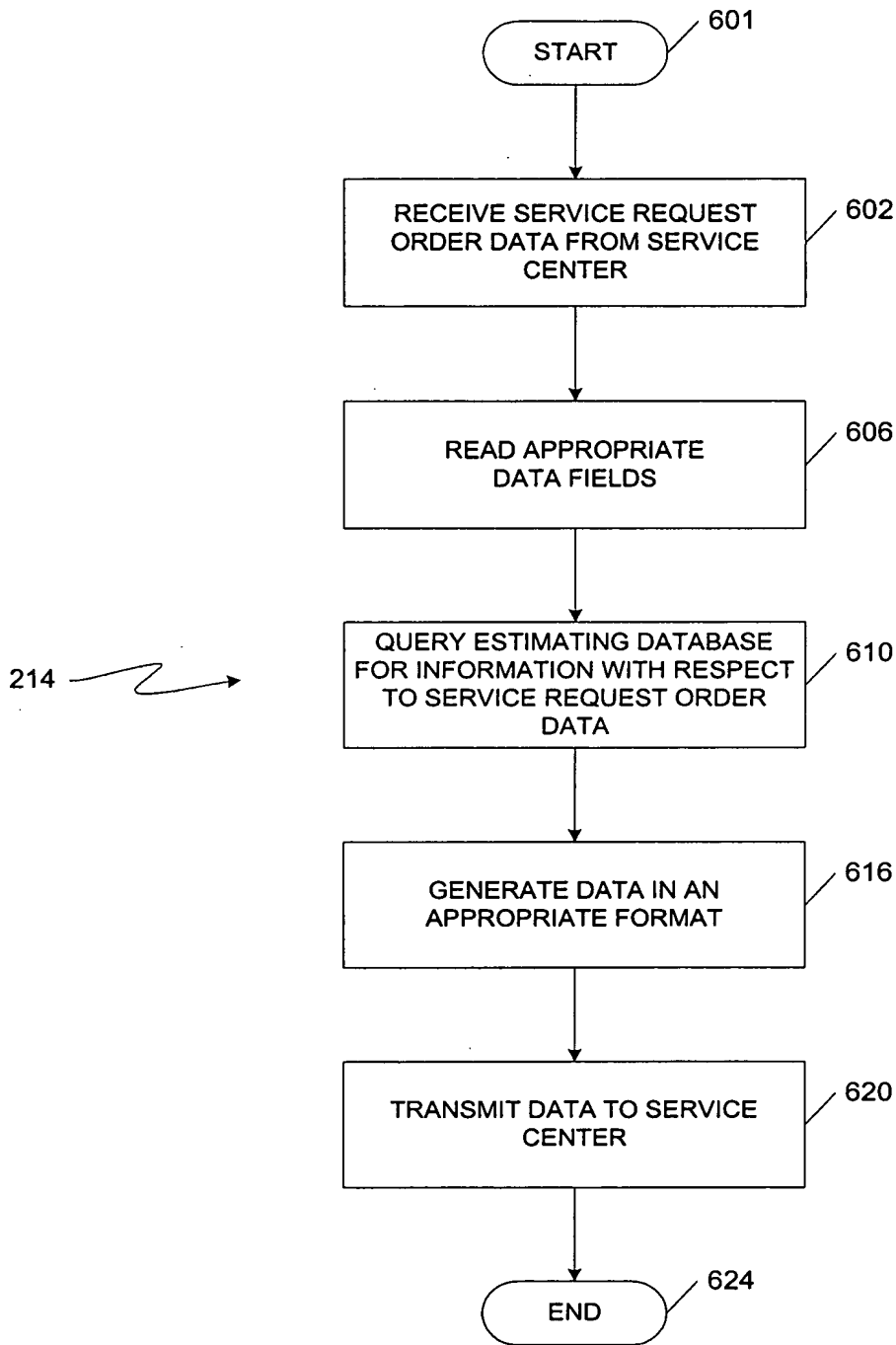
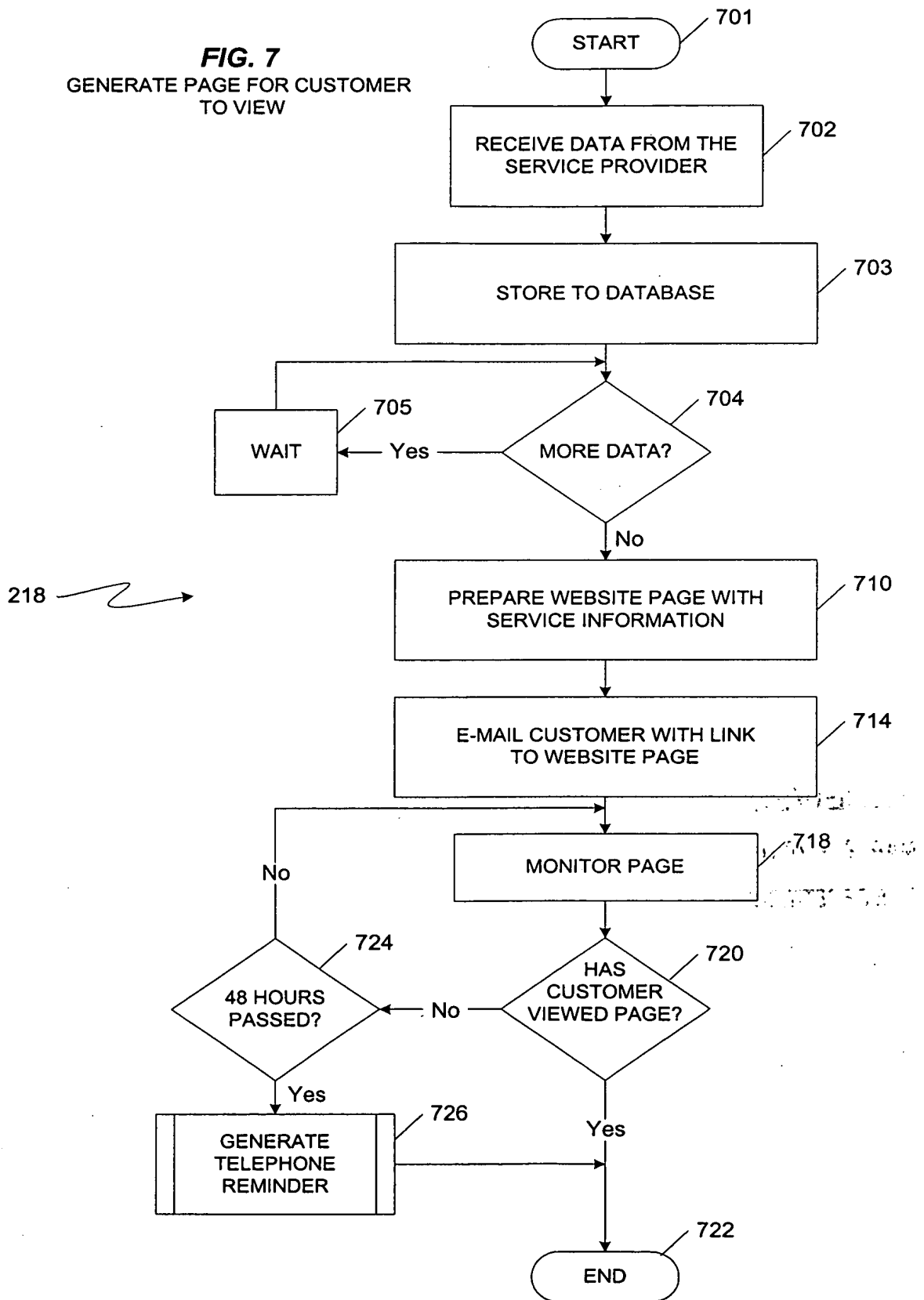


FIG. 6
SERVICE PROVIDER RECEIVES
SERVICE REQUEST ORDER,
GENERATES ESTIMATE AND
TRANSMITS ESTIMATE TO SERVICE
CENTER

FIG. 7
GENERATE PAGE FOR CUSTOMER
TO VIEW



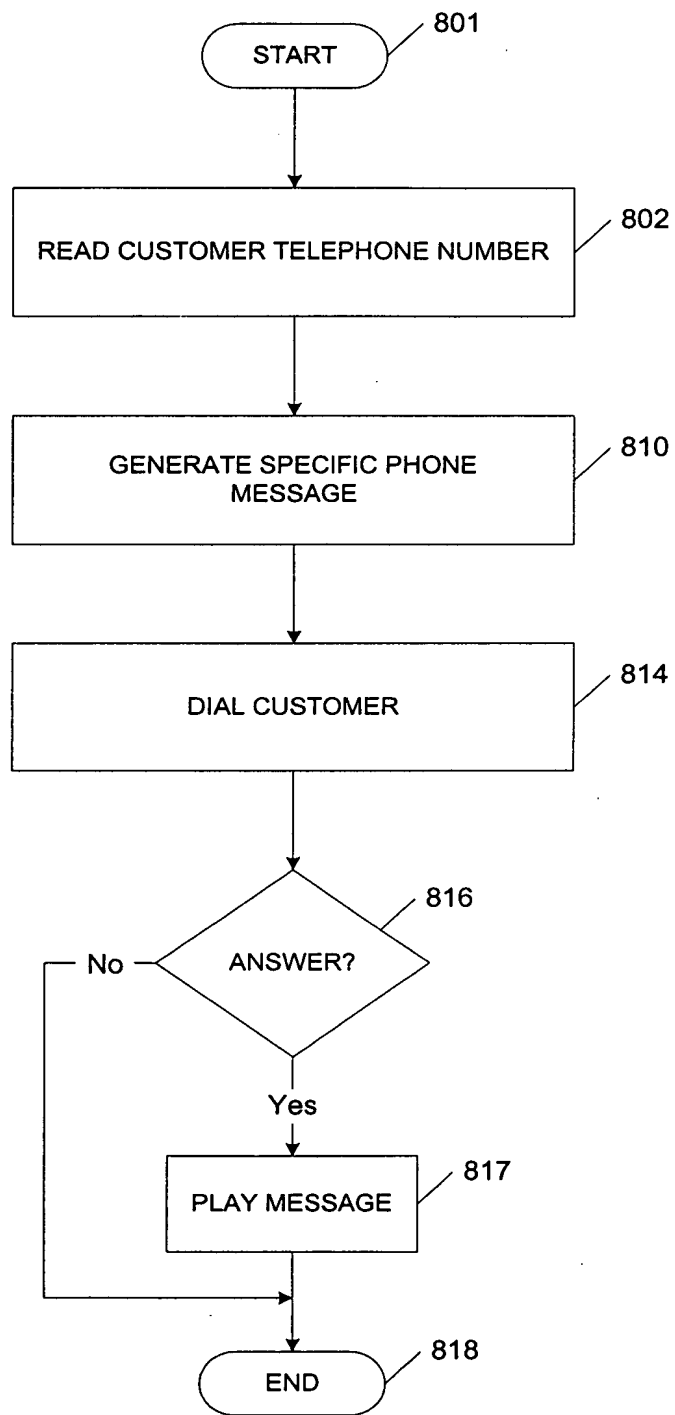


FIG. 8
GENERATE TELEPHONE
REMINDER FOR CUSTOMER

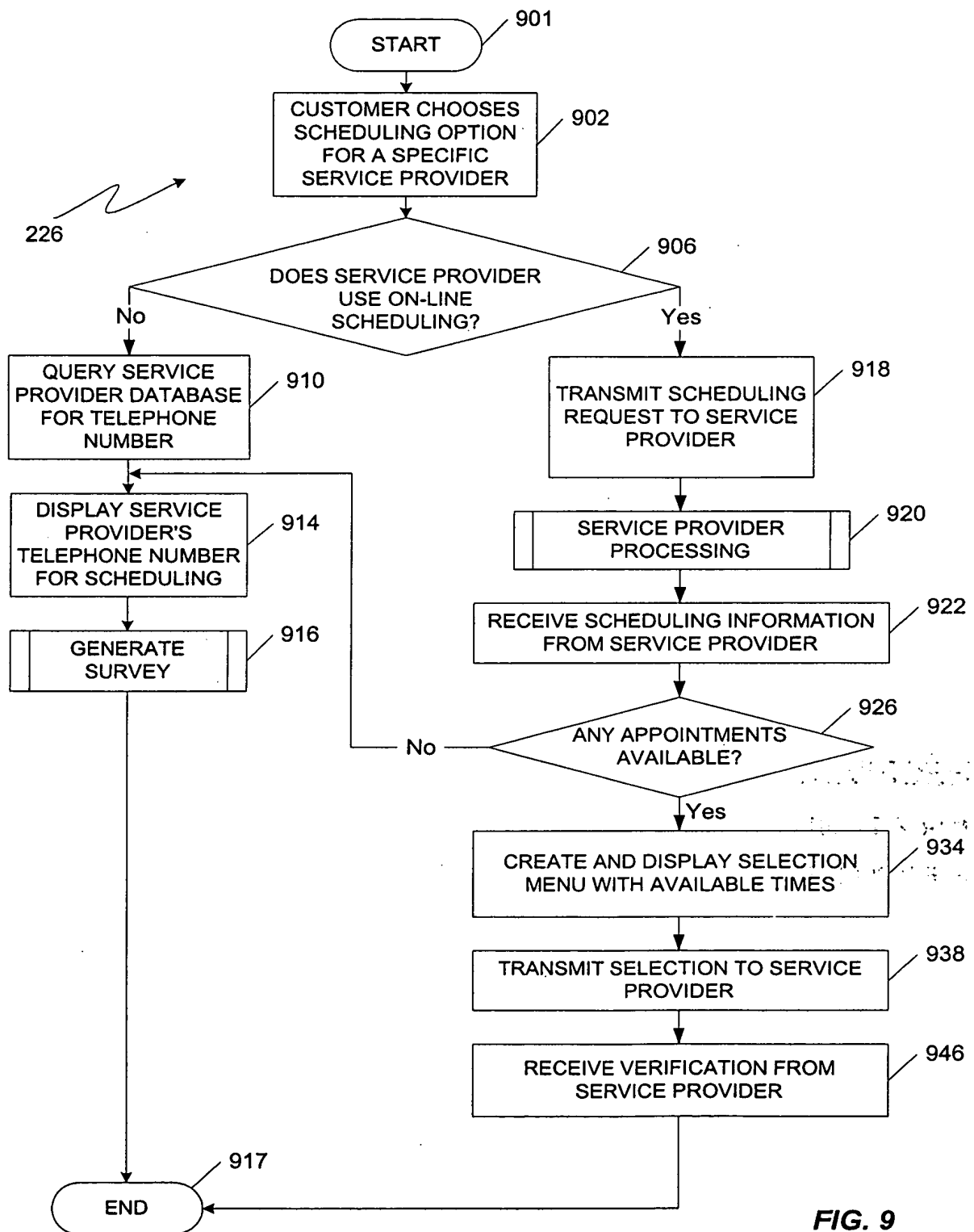


FIG. 9
SCHEDULE SERVICE

09/26/00 09:15:01

2025-07-10 10:00:00

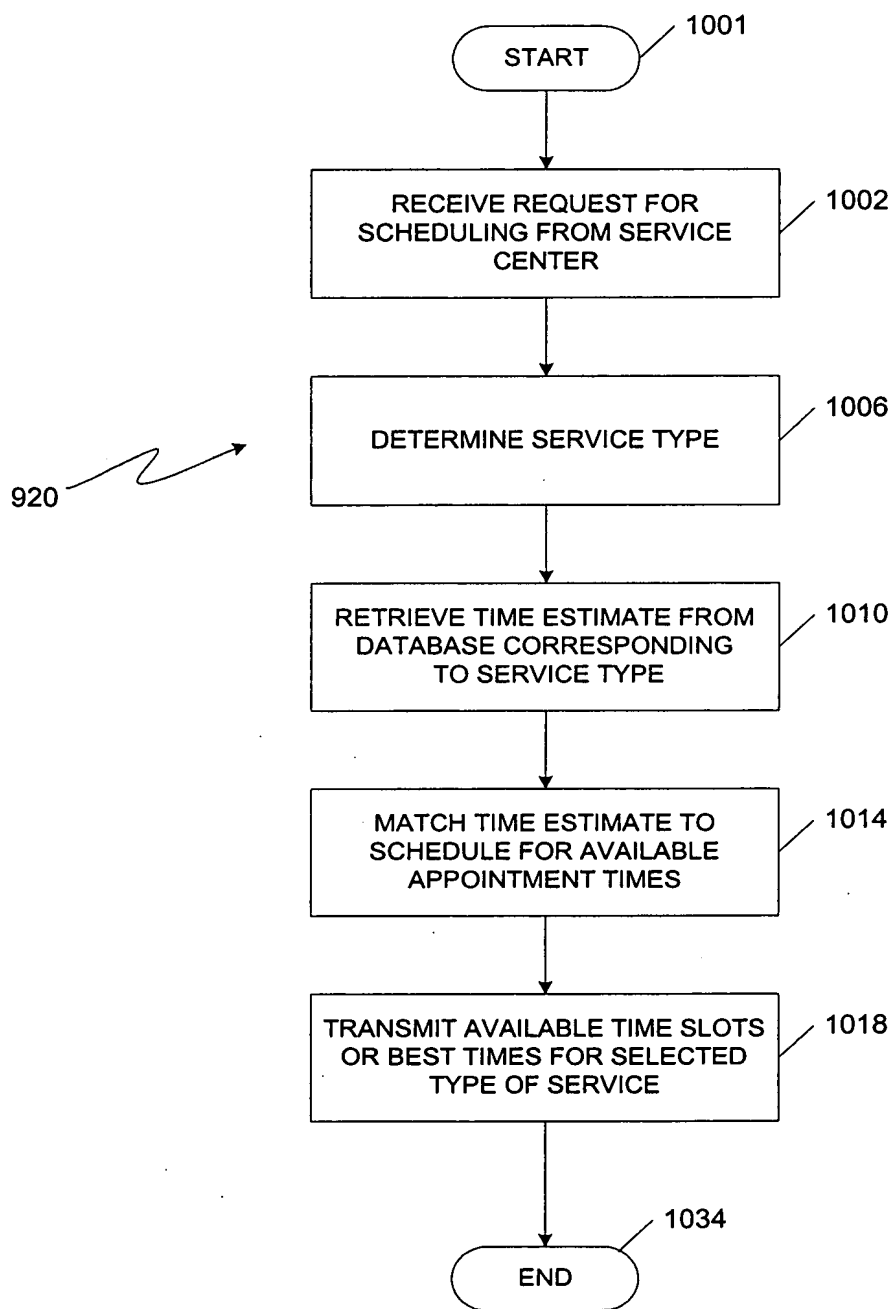


FIG. 10
SERVICE PROVIDER SCHEDULING

09/36670-071601

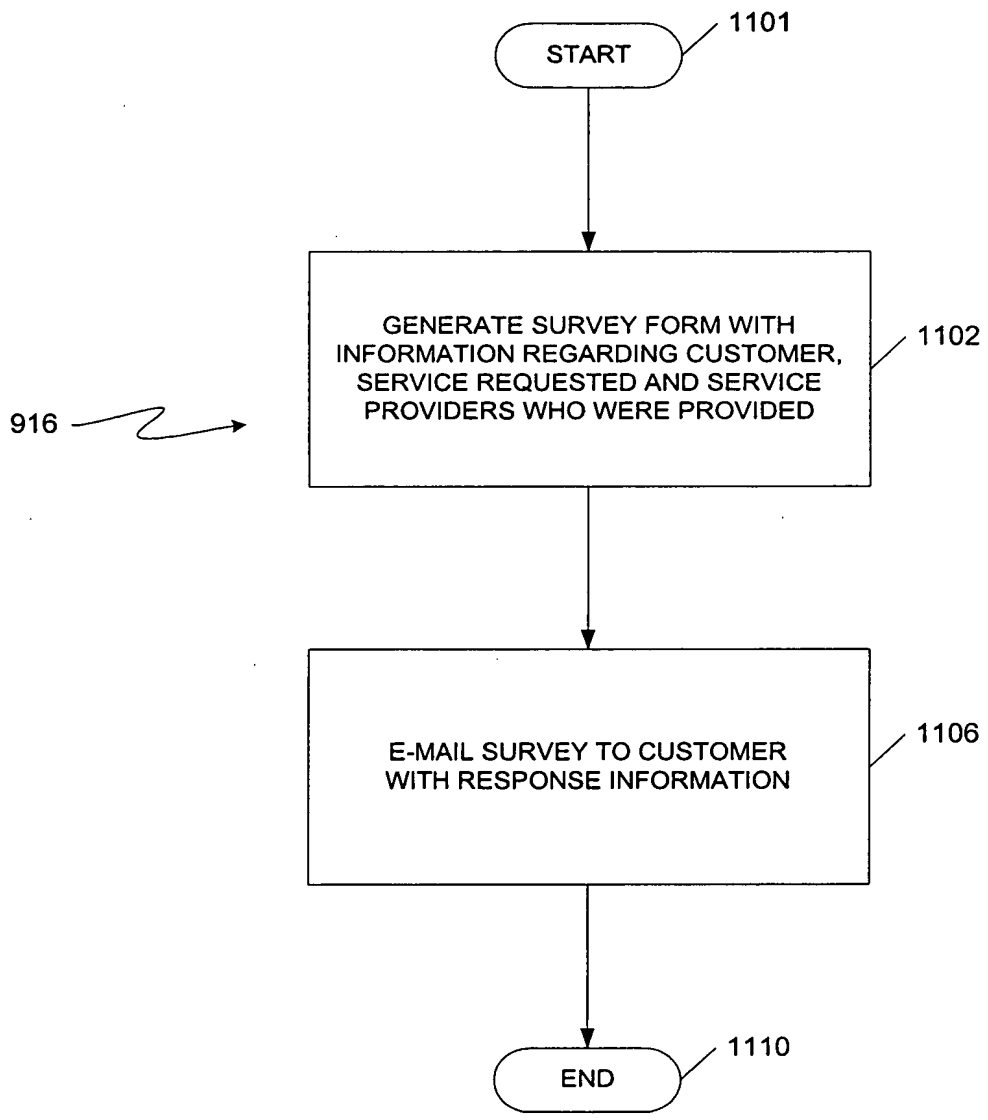


FIG. 11
GENERATE AND TRANSMIT CUSTOMER
SATISFACTION SURVEY